



**Monash
Health**

Workplace of the future

Project update

Employee Forum 13th April 2021

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- In response to the COVID-19 pandemic, working remotely for employees where it was safe and practical to do so was introduced.
- Initial feedback from employees was positive and benefits to Monash Health were identified.
- Monash Health is planning for remote working to continue as a blended model
le, employees working remotely will attend the workplace on an agreed basis.
- There is no one size fits all model and working remotely arrangements need to take into consideration both the functional operation of the team and employee's personal circumstances.
- Project has commenced with Steering Committee regarding remote working across Monash Health



Project update – Four working groups have been established

Policies and Procedures

Working remotely is a new and different environment for many employees and managers. To help, a series of agreements and checklists have been developed.

These will be presented to managers in April 2021 and available in Prompt.

Infrastructure

Existing office spaces will need to be redesigned to meet future workplace needs for employees when they come on-site.

This office re-design process will not only benefit those who are able to work remotely but also free up space for clinical initiatives in the long-term.

Information Technology

IT systems and equipment will play a big role in working remotely whether employees are connecting remotely or when they come on-site.

The recent employee survey data provided valuable information regarding IT support and the working group are incorporating this information.

Communications and Change Management

A Working Remotely intranet page is being developed to support the transition from the current to future workplace environment.

In the interim, guidelines are available via:

<https://coronavirus.monashhealth.org/employees/working-from-home/>



Timeline

MILESTONES	Q1 2021			Q2 2021			Q3 2021			Q4 2021			Q1 2022			Q2 2022		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Organisation wide survey		Yellow	Yellow															
Program data collection			Green															
Policies & Procedure development inc. OHS checklist		Blue	Blue															
Stocktake IT equipment				Orange														
Data collection/survey feedback				Yellow*														
Conversation templates for managers for interim period					Yellow													
Develop Working Remotely intranet page					Yellow	Yellow												
Develop FAQ/manager and employee guides				Blue	Blue													
Scope tools & systems requirements				Orange	Orange	Orange												
Pilot spaces and prototype activities established					Green	Green	Green											
Funding approval for Infrastructure/ ICT requirements							Orange	Green	Green	Green	Green							
Standardise equipment provision for working remotely									Orange	Blue								
Change management activities to support transition to future workplace									Yellow	Yellow								
Employee and manager perspectives of future workplace											Yellow	Yellow						
Commence capital works													Green	Green	Green			
Close out capital works																Green		
Review KPI/benefits of remote working																Yellow		
Communication back to organisation																	Yellow	

Working Groups

- Communications / Change Management
- Infrastructure
- Policies and Procedures
- IT

Where we are

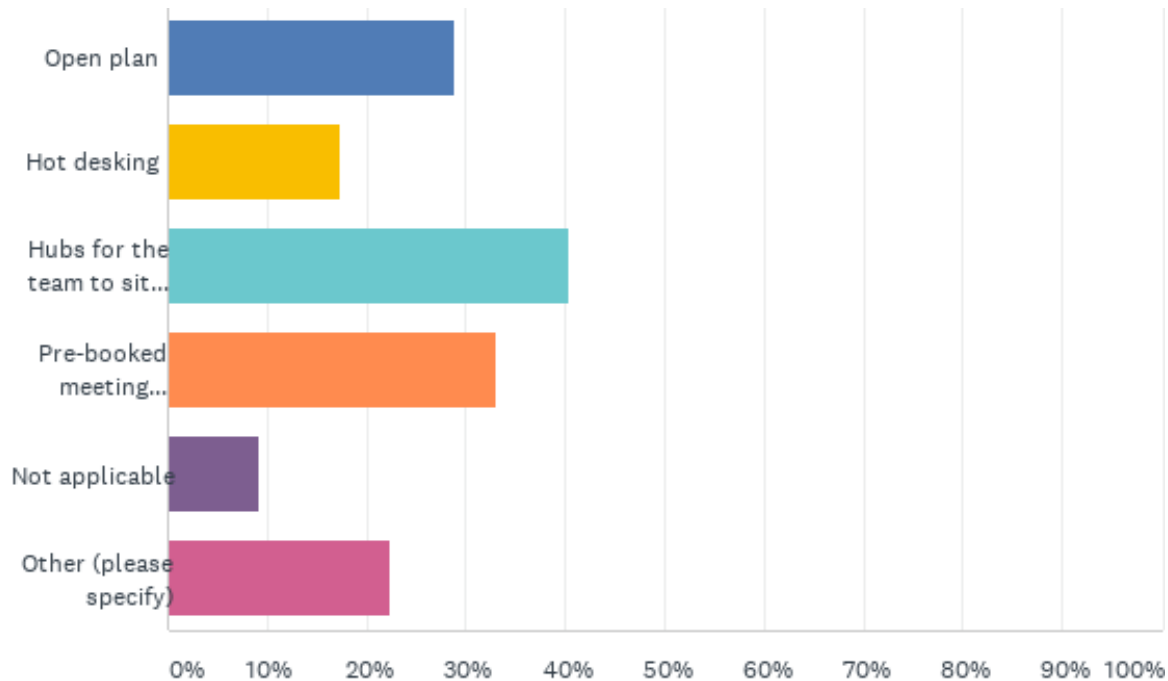


Employee survey feedback: Employee demographics and reasons to come on-site

- 1,396 responded, corporate program had the largest response rate
- 28% of employees were patient-facing
- 55 % were non patient-facing
- 17% were 'other' which consisted of: Combination of both, Patient-facing via telehealth, Educator, Outreach.
- Even distribution of why employee's believed they would be coming on-site, with **Meetings** (both formal and informal) being the most prominent factor; followed by **Training / Education** as well as **Social Interactions**



Employee survey feedback: Types of workspaces preferred by employees for future on-site tasks



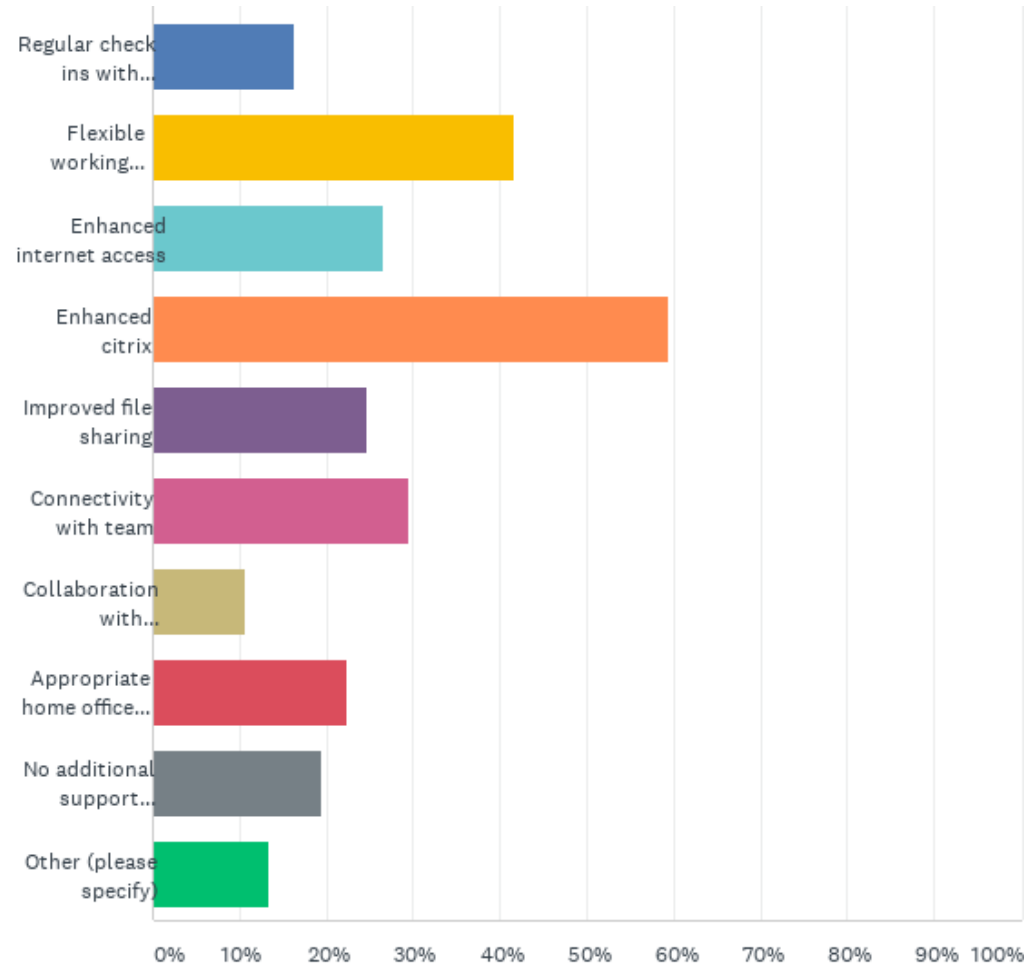
Note. Multiple selection applied for question (overall % does not necessarily add up to 100%)

Key Takeaways

- **Pre-COVID, 83.4%** either worked within a single or shared/open plan office, yet, **moving forward 76%** an open-plan, hot desking or hubs for team to sit at would be preferable for the activities they are coming onsite for
- 35% will require flexibility to pre-book meeting rooms for confidential or private meetings
- 9% said not applicable
- 22% said other, which predominately consisted of:
 - Private designated space for confidentiality
 - Consulting/clinical space
 - Space for collaborative meetings (i.e., can be loud and brainstorm)



Employee survey feedback: Additional support employees require to work remotely more efficiently

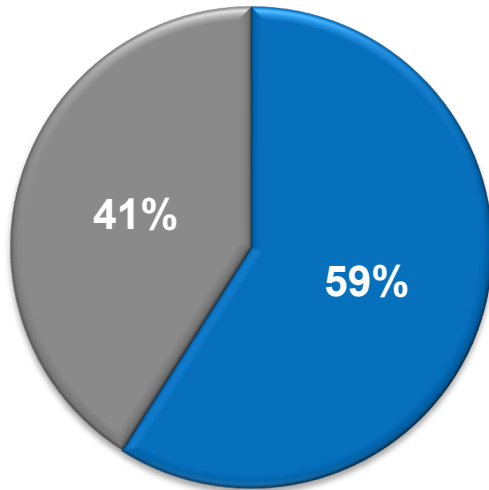


Key Takeaways

- Overall, flexible working arrangements (i.e., start and finish times) and enhanced citrix were the most prominent factors that would improve productivity and efficiency whilst working remotely
- ‘Other’ comments consisted of:
 - Standardised work laptop and screen provided at home
 - Office 365 for sharing documents will improve productivity and team work
 - ‘Chat function’ with team for quick updates and sharing of files
 - Support from management to work remotely
 - Improved IT access (citrix logs out)

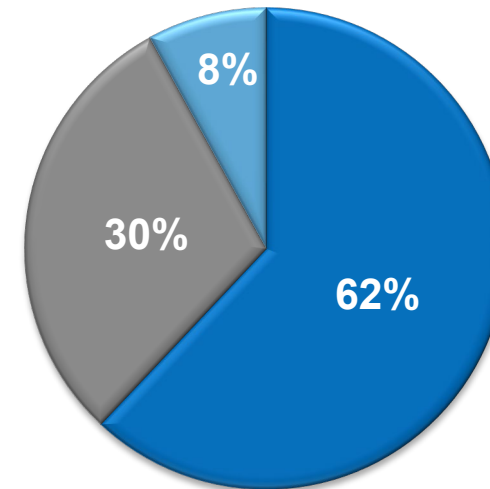


Management Support



59% either strongly agreed or agreed that manager was supportive of working remotely

Working Remotely Impact on well-being



■ Improved
■ Unchanged
■ Deteriorated

For the majority of respondents, working remotely has improved wellbeing and productivity due to less distractions/interruptions, travel time, work/life balance and increased engagement and satisfaction.



- Engagement with managers will occur in April 2021 regarding tools and procedures for employees to continue working remotely
- Project is underway and will use four workstreams to further develop requirements around our Workplace of the Future
- Project is seeking to better enable our workplace for employees and improve utilisation of high-value assets
- Improved utilisation will enable the re-purposing of space for clinical, education and training uses
- Pilot spaces will be utilised to test and develop our Workplace of the Future

